

**IPRS PROJECT – PRODUCTION
MONTHLY STATUS REPORT – October, 2002**

MH/DD/SAS	Report Period	Report Issued
Information Technology Services	October 1 – October 31, 2002	November 6, 2002
<p>Overall Assessment -The month of October contained four IPRS check writes. Wayne County began submitting claims in production October 11, and VGFW began submitting claims in production October 18. Fiscally, October was a good month for the Area Programs (AP). D-S-L processed 4410 claims through IPRS and was paid a total of \$243,262. SEC processed 12,837 claims and was paid a total of \$1.375 million. Guilford processed 44,281 claims and was paid a total of \$2.365 million.</p> <p>The month of October focused on rate issues and RFR/CSR activity. Wayne County experienced numerous denials on their first two check writes due to rates not being available. Wayne processed 1014 claims of which 407 paid a total of \$25,238. Wayne did not submit claims the last check write of October due to the rate issues and related denials. IT Services worked with the Division's Budget Office to get Wayne AP rates entered into IPRS by the end of October for the first check write in November.</p> <p>The top claim denials occurring in October were: EOB 8599 – Detail not covered by combination of recipient, provider and benefit package, EOB 8000 – No rate on file, EOB 8505 – Insufficient budget (CSAO and ASAO population group budgets have yet to be funded), EOB 191 – Client ID number does not match patient name.</p> <p>The EDS IPRS group had 34 CSRs and RFRs in progress during the month of October in addition to State wide rollout testing. The IPRS.QandA@ncmail.net email group received numerous inquiries on various eligibility and diagnosis issues that were forwarded to the appropriate disability section for response.</p> <p>The IPRS web site is undergoing a face-lift. A recent change to benefit package information was distributed to the area programs via email.</p> <p>Pilot Site Issues -Duplin/Sampson/Lenoir is still waiting for the TPL patch from their vendor. Southeastern made inquiries into the MQB routing issue of which an outstanding CSR already exists and is in progress. The pilots requested a few report changes during the month of October.</p> <p>Phased Site Issues –Missing rates for Wayne County was the main issue for the phases in October. Guilford found a few bugs in some of the production reports of which DMH memos have been submitted to EDS for correction.</p>		
<p>Fiscal Agent Issues – EDS IPRS Provider Relations support person, Jan Carter, resigned during the month of October. Her job duties of provider support, security, and documentation maintenance will be distributed across three existing EDS IPRS staff members. Ayana Lugo will be handling provider relations. Kellie Fessler will be handling the security needs of IPRS. Evelyn Woodard will be helping with the updates of the IPRS documentation. EDS added two BA's and three SE's during to month of October. One BA and two SE's will be dedicated to the HIPAA project. The other two staff members will support production operations.</p>		
<p>CSR Report - There were 18 new CSRs/RFRs issued to EDS in the month of October. EDS completed a total of 8 RFRs and CSRs this month. We are involved with more complicated CSR system issues this month such as routing of the MQB Medicaid claims back to IPRS and routing of IPRS only procedure codes claims to IPRS.</p>		
Production Issues		
1	Pilot Site Issues List	Issues list is down to 3. The finalized version of the Hold Harmless document is scheduled to be distributed the first of November. The next issues to be completed are the addition of the TPL segment for DSL and the addition of MMIS cross-reference client ids in IPRS.

**IPRS PROJECT – IMPLEMENTATION
MONTHLY STATUS REPORT – October 2002**

MH/DD/SAS	Report Period	Report Issued
Information Technology Services	October 2002	November 6, 2002
Implementation Phase I – April 2002 to September 30, 2002		
Area Programs (6) - Guilford, New River, Pathways, Smoky, VGFW, Wayne		

IPRS Production: Guilford (9/13), Wayne (10/11), VGFW (10/18)

Pending: New River, Pathways, Smoky (*CMHC users*)

Overall Assessment

Wayne County went into production October 11, the 1st check write after the last planned implementation date. They have submitted claims for all but 1 check write. They did not submit claims on October 23rd due to 5-6 missing rates that would have caused a large number of denials. VGFW went into production October 18, the 2nd check write after the last planned implementation date. They have submitted large claim files each check write and have received a significant reimbursement amount with very few denials.

Pathways is planning to implement IPRS in mid-November. New River and Smoky are planning to implement IPRS in early December. Dan Field of CMHC has actively participated in the last 3 bi-weekly CMHC project status meetings. His direct involvement in the project has had a very positive impact on the 3 Phase I AP's progress toward a successful implementation of IPRS.

Client Enrollment (834) – General comments

As anticipated, on October 7, New River joined the other five Phase I Area Programs that have moved their 834 into production. Throughout October, New River and Smoky worked on client enrollment and eligibility.

Claims Submission (837) – General comments

Pathways worked with CMHC to complete a new claim processing design that generates the 837. On October 29, Pathways completed the 837-format certification of its five transaction types. After Pathways completes content testing, the other CMHC users will be able to use the new 837 solution and rapidly move forward with their own testing.

Key Milestones - Phase I

Area Program	HIM	834 Form 7/12	834 No. of Tests 7/25	834 Prod 7/29	837 Form 8/09	837 No. of Tests 9/19	IPRS Prod 9/30	Comments
Guilford	CSM	7/05	7	08/07	08/13	4	9/13	
New River	CMHC	8/02	4	10/07	08/26s 3			Submitted 2 nd 837 format test 10/24, 3 rd test on 10/29.
Pathways	CMHC	7/16	2	07/31	10/29	10/29s 1		10/29 submitted content test for all 5 837 formats, 10/30 EDS approved all 5 formats.
Smoky	CMHC	7/16	8	09/26	09/05	5		
VGFW	U/C	9/12	3	09/30	10/04	2	10/18	
Wayne	CSM	7/08	4	09/11	08/27	2	10/10	

Note: An "s" following a date denotes "date started"

**IPRS PROJECT – IMPLEMENTATION
MONTHLY STATUS REPORT – October 2002**

MH/DD/SAS	Report Period	Report Issued
Information Technology Services	October 2002	November 6, 2002
Implementation Phase II – June 2002 to December 31, 2002		
Area Programs (8) - Lee-Harnett, Mecklenburg, OPC, Sandhills, SE Regional, Tideland, Wake, Wilson-Greene		

IPRS Production:

Pending: Lee-Harnett, Mecklenburg, OPC, Sandhills, SE Regional, Tideland, Wake, Wilson-Greene

Overall Assessment

In September the three U/C Phase II Area Programs, Lee-Harnett, OPC and Wake supported VGFW (a Phase I Area Program) to complete work with U/C to develop and test the 834 (completed 9/30). In early October, Lee-Harnett and Wake started their own 834-format certification and content testing.

In late September and early October, the U/C Area Programs provided support to VGFW as it completed 837-format certification and content testing (completed early October; VGFW moved to IPRS production October 18). VGFW's completion of the U/C 837 solution should expedite the 837 work of Lee-Harnett, OPC and Wake.

The Phase II Area Programs that successfully complete 837-cycle testing will be eligible to move to IPRS in December starting with the checkwrite of December 6.

Client Enrollment (834) – General comments

Lee-Harnett, Mecklenburg and Wake completed 834-format certification and started 834 content testing in October. Tidelands and Wilson-Green moved their 834 into production in October joining Sandhills, that had put its 834 into production in September.

Claims Submission (837) – General comments

In October, Lee-Harnett and SE Regional started 837-format certification testing. Sandhills, Tidelands and Wilson-Green completed their 837-format certification. Sandhills and Tidelands started 837-cycle testing in October.

Key Milestones – Phase II

Area Program	HIM	834 Form 8/30	834 Tests 9/13	834 Prod 9/19	837 Form 9/20	837 Tests 11/22	IPRS Prod 12/31	Comments
Lee-Harnett	U/C	10/17	10/17s 2		10/25s 2			10/31 submitted 2 nd 837 format test
Mecklenburg	BCMS	10/11	10/15s 1					
OPC	U/C							
Sandhills	CSM	08/22	4	9/30	10/04	10/21s 2		10/29 submitted 2 nd 837 content test
SE Regional	WiID	09/25	1		10/31s 1			10/31 submitted 1 st 837 format test
Tidelands	CSM	09/24	5	10/28	10/22	10/28s 1		10/28 submitted 1 st 837 content test
Wake	U/C	10/30	10/30s 1					10/30 submitted 1 st 834 content test
Wilson-Grn	CSM	09/13	8	10/18	10/30			

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**IPRS PROJECT – IMPLEMENTATION
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MH/DD/SAS	Report Period	Report Issued
Information Technology Services	October 2002	November 6, 2002
Implementation Phase III – September 2002 to March 31, 2003		
Area Programs (13) - Albemarle, Blue Ridge, Catawba, Centerpoint, Crossroads, Cumberland, Davidson, Johnson, Neuse, Onslow, Piedmont, Randolph, Roanoke-Chowan		

IPRS Production:

Pending: Albemarle, Blue Ridge, Catawba, Centerpoint, Crossroads, Cumberland, Davidson, Johnson, Neuse, Onslow, Piedmont, Randolph, Roanoke-Chowan

Overall Assessment

The second group of Phase III Area Programs attended Session 1 training October 8 – 10. The first group attended September 23 – 25.

Alamance-Caswell decided to move from Phase III to Phase IV.

The project kickoff meeting was held October 14, and the detailed project workplan, TPAs and MOAs were discussed.

Implementation is targeted for March 2003.

Client Enrollment (834) – General comments

Centerpoint, a CMHC user, quickly submitted several 834-format tests and on 10/24, EDS certified its 834. Other Area Programs continue to prepare their internal operations for IPRS and are preparing to submit their first 834 format tests.

Claims Submission (837) – General comments

Key Milestones – Phase III

Area Program	HIM	834 Form 11/8	834 Tests 11/27	834 Prod 12/2	837 Form 12/13	837 Tests 2/21	IPRS Prod 3/31	Comments
Albemarle	CSM							
Blue Ridge	CMHC							
Catawba	CMHC							
Centerpoint	CMHC	10/24						
Crossroads	CSM							
Cumberland	U/C							
Davidson	WiID							
Johnston	SoftSol							
Neuse	CMHC							
Onslow	WiID							
Piedmont	CMHC							
Randolph	CMHC							
Roanoke-Chowan	CSM							

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Information Technology Services	October 2002	November 6, 2002						
Implementation Phase IV – December 2002 to June 30, 2003								
Area Programs (9) - Alamance-Caswell, Durham, Edgecombe-Nash, Foothills, Pitt, Riverstone, Rockingham, Rutherford-Polk, Trend								
IPRS Production:								
Pending: Alamance-Caswell, Durham, Edgecombe-Nash, Foothills, Pitt, Riverstone, Rockingham, Rutherford-Polk, Trend								
Overall Assessment								
Alamance-Caswell moved from Phase III to Phase IV. Phase IV Area Programs are scheduled to attend Session 1 training December 3 - 5. The Phase IV detailed project workplan; TPAs and MOAs will be distributed in early December.								
Implementation is targeted for May 2003.								
Client Enrollment (834) – General comments								
Claims Submission (837) – General comments								
Key Milestones – Phase IV								
Area Program	HIM	834 Form 2/7	834 Tests 2/28	834 Prod 3/3	837 Form 3/14	837 Tests 5/23	IPRS Prod 6/30	Comments
Ph IV	new	01/10	01/31	02/03	02/14	04/25	05/31	
Alamance-Caswell	CSM							
Durham	BCMS							
Edgecombe-Nash	CSM							
Foothills	CMHC							
Pitt	PsyC							
Riverstone	CSM							
Rockingham	WiID							
Rutherford-Polk	CMHC							
Trend	U/C							

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